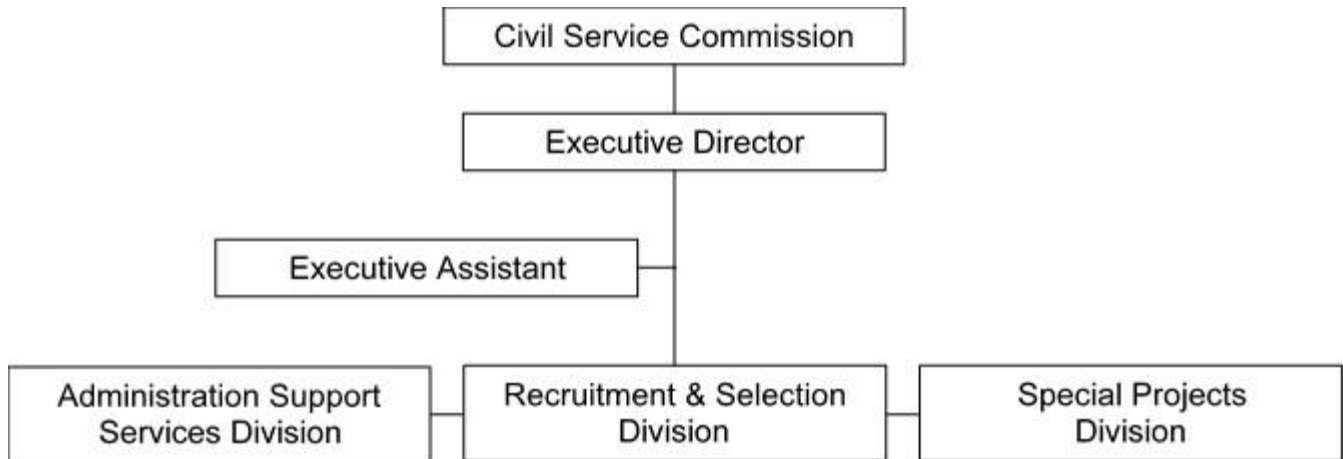


Civil Service



Mission Statement:

We are committed to providing collaborative, technical, operational, and strategic guidance and support on a wide range of employment matters to ensure a quality workforce for the City of Long Beach.

We do this by:

- Providing an employee selection system designed to attract and retain high-quality, diverse individuals who demonstrate our organizational values and are reflective of our community.
- Listening to the needs of customers and operating departments and responding accordingly.
- Keeping abreast of best practices and trends related to merit-based employment principles and guidelines.

FY 16 Accomplishments

The Civil Service Commission is mandated by Article XI Section 1100 of the Charter of the City of Long Beach. The five members of the Commission are appointed by the Mayor and are approved by the City Council. The Civil Service Commission appoints the Executive Director of Civil Service. The Executive Director appoints Civil Service Department staff members.

- Implemented an online video and voice based interviewing program to enhance the candidate experience and align with the Mayor's technology initiatives.
- The Recruitment and Selection Division collaborated with the Special Projects Division in implementing a City of Long Beach Test Construction Internship Project to revise written exams.
- Implemented an internship in partnership with KRA/Pacific Gateway to provide an opportunity for an at risk young adult to develop job skills and enhance inter-personal effectiveness.
- Partnered with the Port of Long Beach to assist with the Summer High School Internship 8-week program.
- Revised Civil Service Performance Appraisal Training program and conducted three training sessions for the Public Works and Police Departments.
- Processed over 4,649 personnel transaction documents in service to City departments.
- Provided candidate application batches for 104 recruitments to user departments to expedite their selection process.
- Processed over 16,718 applications and completed 272 recruitments and examinations.
- Completed 11 employee disciplinary appeal hearings across 20 days.
- Implemented a comprehensive internal personnel requisition tracking system so that the Department could validate efficiencies gained in turn-around times.
- Completed a collaborative job analysis for Customer Service Representative to enhance the effectiveness of the selection process for this critical citywide job classification.
- Administered public safety examinations for Police Recruit, Fire Recruit, Police Lieutenant, Public Safety Dispatcher, Public Safety Dispatcher-Lateral, Battalion Chief, Fire Captain, Police Officer-Lateral, Ambulance Operator, Criminalist, School Guard, and Fingerprint Classifier.
- Attended 18 community outreach events/job fairs and coordinated attendance at 34 community outreach events/job fairs for public safety personnel in order to more effectively promote employment with the City of Long Beach.
- Conducted 11 orientation workshops in collaboration with the Police and Fire Departments regarding the examination, hiring process, training and duties of public safety positions to enhance applicant knowledge and experience during the selection process and to promote the City of Long Beach as an employer of choice.
- Participated in the Citywide New Employee Orientation program so that newly hired City employees receive information that assists them in navigating the City, understanding expectations and serving more effectively in their roles.
- Expanded Civil Service Social Media platform (Facebook, Twitter, Instagram, LinkedIn, Yelp) by over 75% to promote employment opportunities within the city, broaden the City's recruitment pool and market the City of Long Beach as an employer of choice.
- Collaborated with the Police Department and Long Beach TV to develop a series of recruitment videos depicting the personal side of Long Beach Police Officers.
- Conducted career counseling sessions to promote employee development and career growth.

Administration and Support Services Division Summary

Services Provided:

Enforce City Charter-mandated Civil Service Rules and Regulations; adjudicate appeals, maintain eligible and priority lists; certify candidates for selection, monitor non-career appointments, process personnel transactions, monitor performance appraisal system, maintain employee records, provide administration and financial services for the Civil Service department.

Service Improvement Objectives:

- To design a New Civil Service Commissioner's orientation program so that Commissioners understand the purpose and role of the Civil Service Commission and the Civil Service Department and receive written expectations regarding the key roles, responsibilities and expectations.
- Revise and conduct three managerial/supervisory training classes on employee performance appraisals to promote knowledge and effectiveness of City of Long Beach managers and supervisors.
- To accurately process 100 percent of personnel transactions forms within 1 business day of receipt and to certify 100 percent of personnel requisitions within 2 business days of receipt so that we can ensure high quality, efficient service.
- Expand our internal tracking systems to include the tracking of personnel transactions, so that we can validate department efficiencies gained in turn-around times.

	Actual FY 15	Adopted* FY 16	Adjusted** FY 16	Adopted* FY 17
Expenditures:				
Salaries, Wages and Benefits	818,079	773,744	773,744	863,186
Materials, Supplies and Services	71,600	228,338	288,338	138,207
Internal Support	133,192	123,265	123,265	109,987
Capital Purchases	-	-	-	-
Debt Service	-	-	-	-
Transfers From Other Funds	-	-	-	-
Total Expenditures	1,022,872	1,125,347	1,185,347	1,111,380
Personnel (Full-time Equivalents)	4.43	5.48	5.48	5.77

*Amounts exclude all-years carryover.

**Amounts as published in the FY 17 Proposed Budget released July 1, 2016. Amounts exclude all-years carryover.

Recruitment and Selection Division Summary

Services Provided:

Implement recruitment strategies that identify and attract qualified, diverse, service-oriented applicants for City jobs. Provide City departments with Equal Employment Opportunity (EEO) hiring opportunities. Coordinate outreach program with local community colleges and universities. Develop and administer streamlined, job related employment examinations in accordance with modern psychometric standards to ensure City departments are equipped with highly qualified pools of candidates for selection. Provide timely staff reports to the Civil Service Commission to meet the exceptional personnel needs of the user departments. Perform bilingual assessments and coordinate the bilingual certification program.

Service Improvement Objectives:

- Implement a community outreach/recruitment event attendance standard for Civil Service Analyst staff so that we can build effective relationships within the community and promote our brand/services on a broader level.
- Identify three difficult to recruit/test classifications and work with Subject Matter Experts to develop improvement strategies.
- To obtain an average customer rating of 9.0 out of 10.0 on Civil Service Analyst Feedback Surveys to ensure effective processes and unparalleled service.
- To incorporate a formal examination review in the pre-planning meetings so that we maintain up to date relevant testing materials.
- Implement an After Action Review at the conclusion of each recruitment/selection process to ensure customer satisfaction.

	Actual FY 15	Adopted* FY 16	Adjusted** FY 16	Adopted* FY 17
Expenditures:				
Salaries, Wages and Benefits	1,016,666	1,060,592	1,060,592	1,085,252
Materials, Supplies and Services	163,831	1,587	1,587	210,834
Internal Support	40,086	46,235	46,235	63,056
Capital Purchases	-	-	-	-
Debt Service	-	-	-	-
Transfers From Other Funds	-	-	-	-
Total Expenditures	1,220,584	1,108,414	1,108,414	1,359,142
Personnel (Full-time Equivalents)	9.57	10.18	10.18	10.01

*Amounts exclude all-years carryover.

**Amounts as published in the FY 17 Proposed Budget released July 1, 2016. Amounts exclude all-years carryover.

Special Projects Division Summary

Services Provided:

Implement projects that enhance customer service, improve operations and promote the work, goals and visions of the Civil Service Department. These goals, that relate to department's collaboration and outreach efforts within the organization and the community, include training, policy research, classification and compensation. Manage the city-wide applicant tracking system utilized for the recruitment and selection of City employees.

Service Improvement Objectives:

- To develop, coordinate and implement NEOGOV Insight and Online Hiring Center (OHC) and Civil Service-based trainings such as employee selection, examination preparation and/or general understanding of Civil Service testing and procedures for Civil Service staff, Administrative Officers, key support personnel, and other City of Long Beach managers so that we can continually build organizational knowledge and capacity.
- To collaborate with the Department of Human Resources in improving the current citywide personnel requisition approval process so that we can more prudently utilize City resources and more effectively meet assist departments in meeting classified and unclassified hiring needs.
- To serve as Civil Service Module Lead for ERP Selection Process to better collaborate in the implementation and enhancement of technology citywide.
- To continue to develop and design a video-based job classification overview so that we can provide job applicants with a realist job preview of various positions with the City of Long Beach and promote the City of Long Beach as an employer of choice.
- To update Civil Service Policies and Procedures to improve the methods of services provided to our customers by Civil Service staff.

	Actual FY 15	Adopted* FY 16	Adjusted** FY 16	Adopted* FY 17
Expenditures:				
Salaries, Wages and Benefits	-	155,437	155,437	136,646
Materials, Supplies and Services	-	32,000	32,000	35,600
Internal Support	-	6,291	6,291	6,481
Capital Purchases	-	-	-	-
Debt Service	-	-	-	-
Transfers From Other Funds	-	-	-	-
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Total Expenditures	-	193,727	193,727	178,727
Personnel (Full-time Equivalents)	0.00	1.00	1.00	0.90

*Amounts exclude all-years carryover.

**Amounts as published in the FY 17 Proposed Budget released July 1, 2016. Amounts exclude all-years carryover.

Financial Summary by Category

	Actual	Adopted*	Adjusted**	Adopted*
	FY 15	FY 16	FY 16	FY 17
Revenues:				
Property Taxes	-	-	-	-
Other Taxes	-	-	-	-
Franchise Fees	-	-	-	-
Licenses and Permits	-	-	-	-
Fines and Forfeitures	-	-	-	-
Use of Money & Property	(114)	-	-	-
Revenue from Other Agencies	-	-	-	-
Charges for Services	-	-	-	-
Other Revenues	(791)	-	-	-
Interfund Services - Charges	-	-	-	-
Intrafund Services - General Fund Charges	-	-	-	-
Harbor & Water P/R Rev Trsfs	-	-	-	-
Other Financing Sources	-	-	-	-
Operating Transfers	-	-	-	-
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Total Revenues	(905)	-	-	-
Expenditures:				
Salaries, Wages and Benefits	1,787,174	1,989,773	1,989,773	2,085,084
Overtime	47,571	-	-	-
Materials, Supplies and Services	235,431	261,925	321,925	384,641
Internal Support	173,279	175,791	175,791	179,524
Capital Purchases	-	-	-	-
Debt Service	-	-	-	-
Transfers to Other Funds	-	-	-	-
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Total Expenditures	2,243,455	2,427,489	2,487,489	2,649,249
Personnel (Full-time Equivalents)	14.00	16.66	16.66	16.68

* Amounts exclude all-years carryover. See budget ordinance in the back of this document.

**Amounts as published in the FY 17 Proposed Budget released July 1, 2016. Amounts exclude all-years carryover.

Personnel Summary

Classification	FY 15 Adopt FTE	FY 16 Adopt FTE	FY 17 Adopt FTE	FY 16 Adopted Budget	FY 17 Adopted Budget
Executive Director	1.00	1.00	1.00	160,851	175,553
Administrative Aide I	1.00	1.00	1.00	56,366	56,366
Administrative Aide II	1.00	1.00	1.00	59,209	59,209
Administrative Analyst I - NC	-	0.33	0.34	19,749	20,472
Administrative Officer	-	1.00	1.00	108,282	108,344
Clerical Aide I - NC	-	0.33	0.34	8,555	8,555
Clerk Typist III	1.00	1.00	1.00	48,573	48,573
Clerk Typist IV	-	1.00	1.00	44,737	52,248
Deputy Director	1.00	-	-	-	-
Executive Assistant	1.00	1.00	1.00	73,318	73,318
Members-Boards/Commissions	-	-	-	26,000	26,000
Personnel Analyst I-Confidential	1.00	1.00	1.00	78,058	78,058
Personnel Analyst III-Confidential	5.00	4.00	4.00	351,068	365,216
Personnel Assistant I-Confidential	1.00	1.00	1.00	56,365	56,365
Personnel Assistant II-Confidential	1.00	1.00	1.00	60,671	61,715
Recruitment Officer	-	1.00	1.00	108,282	108,344
Special Projects Officer	-	1.00	1.00	103,032	103,091
Subtotal Salaries	14.00	16.66	16.68	1,363,115	1,401,428
Overtime	-	-	-	-	-
Fringe Benefits	-	-	-	688,506	742,620
Administrative Overhead	-	-	-	25,451	28,335
Attrition/Salary Savings	-	-	-	(87,299)	(87,299)
Expenditure Transfer	-	-	-	-	-
Total	14.00	16.66	16.68	1,989,773	2,085,084

Key Contacts

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Crystal Slaten, Recruitment and Selection Officer

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